

# Application Services Incident Report May 12

As of 6/14/2012

## Application Services

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
		High	Low	Medium	FCR Total
Application Services	Bart Purser	1 0	16 1	0 0	17 1
	Bill Felt	0 0	3 0	0 0	3 0
	Danielle Hood	0 0	12 0	0 0	12 0
	Dustin Crump	0 0	66 0	0 0	66 0
	Ken Ainge	0 0	1 0	0 0	1 0
	Martin Gonzalez	0 0	71 71	2 2	73 73
	Paul Lundell	2 0	62 3	0 0	64 3
	Terry Forsgren	1 0	15 2	2 0	18 2
	Tony Larsen	0 0	70 3	4 0	74 3
	Tracy Goble	0 0	2 0	0 0	2 0
	<b>Assigned to Individual Total</b>	4 0	318 80	8 2	330 82

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	High	Low	Medium	FCR Total
Assigned Group Total	4 0	318 80	8 2	330 82

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## Application Services

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
		High	Low	Medium	MIR Total
Application Services	Bart Purser	1 0	16 1	0 0	17 1
	Bill Felt	0 0	3 0	0 0	3 0
	Danielle Hood	0 0	12 3	0 0	12 3
	Dustin Crump	0 0	66 4	0 0	66 4
	Ken Ainge	0 0	1 0	0 0	1 0
	Martin Gonzalez	0 0	71 19	2 0	73 19
	Paul Lundell	2 0	62 2	0 0	64 2
	Terry Forsgren	1 0	15 1	2 0	18 1
	Tony Larsen	0 0	70 19	4 1	74 20
	Tracy Goble	0 0	2 0	0 0	2 0
	<b>Assigned to Individual Total</b>	4 0	318 49	8 1	330 50

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	High	Low	Medium	MIR Total
Assigned Group Total	4 0	318 49	8 1	330 50

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## Application Services

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
		High	Low	Medium	ATTIR Total
Application Services	Bart Purser	1 0.98	16 0.43	0 0.00	17 0.46
	Bill Felt	0 0.00	3 0.36	0 0.00	3 0.36
	Danielle Hood	0 0.00	12 1.27	0 0.00	12 1.27
	Dustin Crump	0 0.00	66 0.33	0 0.00	66 0.33
	Ken Ainge	0 0.00	1 0.00	0 0.00	1 0.00
	Martin Gonzalez	0 0.00	71 0.83	2 0.24	73 0.82
	Paul Lundell	2 0.48	62 0.40	0 0.00	64 0.40
	Terry Forsgren	1 0.57	15 0.50	2 0.06	18 0.46
	Tony Larsen	0 0.00	70 0.83	4 1.90	74 0.89
	Tracy Goble	0 0.00	2 0.44	0 0.00	2 0.44
	<b>Assigned to Individual Total</b>	4 0.63	318 0.62	8 1.03	330 0.63

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	High	Low	Medium	ATTIR Total
Assigned Group Total	4 0.63	318 0.62	8 1.03	330 0.63

# Application Services Incident Report May 12

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## Application Services

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
		High	Low	Medium	MR Total
Application Services	Bart Purser	1 0	16 0	0 0	17 0
	Bill Felt	0 0	3 0	0 0	3 0
	Danielle Hood	0 0	12 4	0 0	12 4
	Dustin Crump	0 0	66 3	0 0	66 3
	Ken Ainge	0 0	1 0	0 0	1 0
	Martin Gonzalez	0 0	71 12	2 0	73 12
	Paul Lundell	2 0	62 0	0 0	64 0
	Terry Forsgren	1 0	15 0	2 0	18 0
	Tony Larsen	0 0	70 1	4 2	74 3
	Tracy Goble	0 0	2 1	0 0	2 1
	<b>Assigned to Individual Total</b>	4 0	318 21	8 2	330 23

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### Application Services

	High	Low	Medium	MR Total
Assigned Group Total	4 0	318 21	8 2	330 23



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## Application Services

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
		High	Low	Medium	ATTR Total
Application Services	Bart Purser	1 0.98	16 1.29	0 0.00	17 1.27
	Bill Felt	0 0.00	3 2.86	0 0.00	3 2.86
	Danielle Hood	0 0.00	12 4.32	0 0.00	12 4.32
	Dustin Crump	0 0.00	66 1.35	0 0.00	66 1.35
	Ken Ainge	0 0.00	1 1.03	0 0.00	1 1.03
	Martin Gonzalez	0 0.00	71 5.28	2 0.80	73 5.16
	Paul Lundell	2 0.48	62 1.00	0 0.00	64 0.98
	Terry Forsgren	1 0.62	15 0.78	2 0.40	18 0.73
	Tony Larsen	0 0.00	70 2.01	4 4.56	74 2.15
	Tracy Goble	0 0.00	2 13.71	0 0.00	2 13.71

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## Application Services

		High	Low	Medium	ATTR Total
Application Services	Assigned to Individual Total	4 0.64	318 2.48	8 2.58	330 2.46
Assigned Group Total		4 0.64	318 2.48	8 2.58	330 2.46

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## Application Services

### Detail

<b>INC000000483866</b>	Steve Christensen	Application	None	Novell GroupWise	TIR Missed: No	0.52
	Application Services	Tony Larsen	Natural Resources	Low Closed	TTR Missed: No	0.52
<b>INC000000485988</b>	Duane Hardy	None	None	None	TIR Missed: No	0.14
	Application Services	Tony Larsen	Technology Services	Low Closed	TTR Missed: No	0.31
<b>INC000000486247</b>	Julie Lewis	None	None	None	TIR Missed: No	0.00
	Application Services	Tony Larsen	Transportation	Low Closed	TTR Missed: No	0.50
<b>INC000000486247</b>	Julie Lewis	None	None	None	TIR Missed: No	0.25
	Application Services	Tony Larsen	Transportation	Low Closed	TTR Missed: No	0.50
<b>INC000000492395</b>	Carol Lowman	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000493046</b>	Carol Lowman	Remote Connectivity	Performance	None	TIR Missed: No	0.23
	Application Services	Tony Larsen	Workforce Services	Low Closed	TTR Missed: No	3.35
<b>INC000000495583</b>	Rocio Briceno	Application	Error	Gmail	TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Administrative Services	Low Closed	TTR Missed: Yes	6.30
<b>INC000000496753</b>	MV Citrix	None	None	None	TIR Missed: Yes	1.76
	Application Services	Tony Larsen	Tax Commission	Low Closed	TTR Missed: No	1.78
<b>INC000000498498</b>	Lorie Davis	Application	None	Gmail	TIR Missed: No	0.92
	Application Services	Martin Gonzalez	Workforce Services	Low Closed	TTR Missed: No	5.96
<b>INC000000498634</b>	Kevin Woodruff	Application	Error	Novell GroupWise	TIR Missed: No	0.05
	Application Services	Martin Gonzalez	Technology Services	Low Closed	TTR Missed: No	5.42
<b>INC000000498737</b>	Yanoula Dounias	None	None	Novell GroupWise	TIR Missed: No	0.00
	Application Services	Tony Larsen	Human Services	Low Closed	TTR Missed: No	2.03
<b>INC000000500196</b>	Jim Phillips	Application	None	Novell GroupWise	TIR Missed: Yes	1.68
	Application Services	Tony Larsen	Transportation	Low Closed	TTR Missed: No	1.68
<b>INC000000500894</b>	Tara Eutsler	Application	Reporting	Novell GroupWise	TIR Missed: No	0.20
	Application Services	Tony Larsen	Administrative Services	Low Closed	TTR Missed: No	0.21
<b>INC000000501391</b>	Jim Phillips	Application	None	Novell GroupWise	TIR Missed: No	0.78
	Application Services	Tony Larsen	Transportation	Low Closed	TTR Missed: No	0.79
<b>INC000000501401</b>	Ken Hansen	None	None	Proofpoint Email Security	TIR Missed: No	0.61
	Application Services	Tony Larsen	Administrative Services	Low Closed	TTR Missed: No	0.63
<b>INC000000501508</b>	Kellie Foreman	Application	Error	Novell GroupWise	TIR Missed: No	0.78
	Application Services	Tony Larsen	Board of Education	Low Closed	TTR Missed: No	0.78

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<b>INC000000503394</b>	Darrin Judd	Application	None	Novell GroupWise	TIR Missed: No	0.64
	Application Services	Paul Lundell	Human Services	Low Closed	TTR Missed: No	1.20
<b>INC000000504655</b>	Shaunna Bracken	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Tax Commission	Low Closed	TTR Missed: No	2.73
<b>INC000000504858</b>	Shawn Judd	None	None	None	TIR Missed: No	0.23
	Application Services	Tony Larsen	Public Safety	Low Closed	TTR Missed: No	5.96
<b>INC000000504999</b>	Steven Tuttle	None	None	None	TIR Missed: No	0.25
	Application Services	Tony Larsen	Technology Services	Low Closed	TTR Missed: No	0.51
<b>INC000000505004</b>	Angela Anderson	Application	None	Gmail	TIR Missed: Yes	2.02
	Application Services	Martin Gonzalez	Health	Low Closed	TTR Missed: No	2.04
<b>INC000000505092</b>	Jerrid Tashro	Application	Error	Gmail	TIR Missed: No	0.03
	Application Services	Martin Gonzalez	Technology Services	Low Closed	TTR Missed: No	0.31
<b>INC000000505577</b>	Kelly Sharp	None	None	None	TIR Missed: No	0.65
	Application Services	Tony Larsen	Technology Services	Low Closed	TTR Missed: No	5.49
<b>INC000000505985</b>	Gina Rasmussen	Application	None	Novell GroupWise	TIR Missed: No	0.31
	Application Services	Paul Lundell	Human Services	Low Closed	TTR Missed: No	0.57
<b>INC000000506027</b>	Scott Wolford	Application	None	Gmail	TIR Missed: No	0.33
	Application Services	Martin Gonzalez	Technology Services	Low Closed	TTR Missed: No	0.61
<b>INC000000506070</b>	Catherine Taylor	None	None	None	TIR Missed: No	0.00
	Application Services	Tony Larsen	Human Services	Low Closed	TTR Missed: No	5.79
<b>INC000000506101</b>	James Greer	Mobile Devices	Error	Ipads	TIR Missed: No	0.10
	Application Services	Dustin Crump	Natural Resources	Low Closed	TTR Missed: Yes	10.98
<b>INC000000506184</b>	Brandi Duke	None	None	Citrix ICA Client	TIR Missed: Yes	2.18
	Application Services	Tony Larsen	Human Services	Low Closed	TTR Missed: No	2.49
<b>INC000000506330</b>	Deborah Servis	Application	None	Novell GroupWise	TIR Missed: No	0.80
	Application Services	Bart Purser	Workforce Services	Low Closed	TTR Missed: No	5.78
<b>INC000000506378</b>	Lorie Davis	Application	None	Gmail	TIR Missed: No	0.16
	Application Services	Martin Gonzalez	Workforce Services	Low Closed	TTR Missed: No	0.34
<b>INC000000506442</b>	Matthew Morgan	Application	None	Gmail	TIR Missed: No	0.87
	Application Services	Martin Gonzalez	GOED	Low Closed	TTR Missed: Yes	40.64
<b>INC000000506527</b>	Boyd Evans	Application	Error	Novell GroupWise	TIR Missed: No	0.50
	Application Services	Martin Gonzalez	Technology Services	Low Closed	TTR Missed: No	0.54
<b>INC000000506658</b>	Steven Robertson	Application	None	Proofpoint Email Security	TIR Missed: No	0.30
	Application Services	Tony Larsen	Non-state	Low Closed	TTR Missed: No	0.33

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<b>INC000000506851</b>	Tamara Hampton	Application	None	Citrix ICA Client		TIR Missed: No	0.40
Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	1.21	
<b>INC000000507090</b>	Troy Buchanan	Mobile Devices	Error	Ipads		TIR Missed: No	0.01
Application Services	Dustin Crump	Technology Services	Low	Closed	TTR Missed: Yes	9.72	
<b>INC000000507108</b>	Jim Phillips	Application	None	Novell GroupWise		TIR Missed: No	0.54
Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed: No	1.83	
<b>INC000000507232</b>	Tony Dayish	None	None	None		TIR Missed: No	0.00
Application Services	Paul Lundell	Administrative Services	Low	Closed	TTR Missed: No	2.34	
<b>INC000000507267</b>	Keith Scholl	None	None	None		TIR Missed: No	0.00
Application Services	Danielle Hood	Technology Services	Low	Closed	TTR Missed: Yes	9.00	
<b>INC000000507287</b>	Steven Tuttle	None	None	None		TIR Missed: No	0.00
Application Services	Terry Forsgren	Technology Services	Medium	Closed	TTR Missed: No	0.03	
<b>INC000000507324</b>	Tanayia Pomikala	Application	Error	Citrix ICA Client		TIR Missed: No	0.88
Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.92	
<b>INC000000507370</b>	MV Citrix	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.30
Application Services	Tony Larsen	Tax Commission	Low	Closed	TTR Missed: No	1.53	
<b>INC000000507403</b>	Ronda Robbins Jones	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.22
Application Services	Danielle Hood	Science Technology and Research	Low	Closed	TTR Missed: Yes	8.23	
<b>INC000000507573</b>	Kristine Larson	Application	Error	Gmail		TIR Missed: No	0.61
Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	1.70	
<b>INC000000507588</b>	Kristine Larson	Application	Error	Gmail		TIR Missed: No	0.11
Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	0.82	
<b>INC000000507620</b>	travis black	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.09
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.20	
<b>INC000000507656</b>	Floyd Hair	Application	None	Gmail		TIR Missed: Yes	2.78
Application Services	Martin Gonzalez	Non-state	Low	Closed	TTR Missed: Yes	9.61	
<b>INC000000507667</b>	Diane Christensen	None	None	None		TIR Missed: No	0.86
Application Services	Paul Lundell	Technology Services	High	Closed	TTR Missed: No	0.86	
<b>INC000000507685</b>	Monica Seegmiller	Application	Error	Novell GroupWise		TIR Missed: No	0.66
Application Services	Paul Lundell	Non-state	Low	Closed	TTR Missed: No	0.66	
<b>INC000000507687</b>	Todd Hardy	None	None	None		TIR Missed: No	0.86
Application Services	Bart Purser	Technology Services	Low	Closed	TTR Missed: No	0.86	
<b>INC000000507694</b>	Christopher Miller	None	None	Citrix ICA Client		TIR Missed: No	0.49
Application Services	Terry Forsgren	Human Services	Low	Closed	TTR Missed: No	1.94	

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<b>INC000000507702</b>	Carlos Rodriguez	Application	None	Novell GroupWise	TIR Missed: No	0.41
Application Services	Paul Lundell	Human Resource Management	Low	Closed	TTR Missed: No	0.41
<b>INC000000507703</b>	Kimberly O'Reilly	Application	None	Novell GroupWise	TIR Missed: No	0.39
Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.39
<b>INC000000507704</b>	Kris Shaw	Application	None	Novell GroupWise	TIR Missed: No	0.51
Application Services	Paul Lundell	Human Services	Low	Closed	TTR Missed: No	0.54
<b>INC000000507705</b>	Jim Higbee	Application	None	Novell GroupWise	TIR Missed: No	0.38
Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.38
<b>INC000000507708</b>	Kelly Young	Application	None	Novell GroupWise	TIR Missed: No	0.36
Application Services	Paul Lundell	Technology Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000507709</b>	Monty King	Application	None	Novell GroupWise	TIR Missed: No	0.35
Application Services	Paul Lundell	Technology Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000507710</b>	Jim Phillips	Application	None	Novell GroupWise	TIR Missed: No	0.34
Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.34
<b>INC000000507713</b>	David Benard	Application	None	Novell GroupWise	TIR Missed: No	0.32
Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.32
<b>INC000000507717</b>	Leslie M Peterson	Application	None	Novell GroupWise	TIR Missed: No	0.30
Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.30
<b>INC000000507718</b>	Jolene Ottley	Application	None	Novell GroupWise	TIR Missed: No	0.29
Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.29
<b>INC000000507721</b>	Dan Kuhn	Application	None	Novell GroupWise	TIR Missed: No	0.28
Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.28
<b>INC000000507723</b>	Dale Debenham	Application	None	Novell GroupWise	TIR Missed: No	0.26
Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.26
<b>INC000000507729</b>	Denis Stuhff	Application	None	Novell GroupWise	TIR Missed: No	0.20
Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.20
<b>INC000000507736</b>	Ron Parks	Application	None	Novell GroupWise	TIR Missed: No	0.11
Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.11
<b>INC000000507740</b>	Diane Josie	Application	None	Novell GroupWise	TIR Missed: No	0.10
Application Services	Paul Lundell	Transportation	High	Closed	TTR Missed: No	0.10
<b>INC000000507903</b>	Christina Weiss	Mobile Devices	None	BlackBerry Configuration	TIR Missed: No	0.22
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	4.50
<b>INC000000507915</b>	Scott Jacobson	None	None	None	TIR Missed: No	0.00
Application Services	Bart Purser	Human Services	Low	Closed	TTR Missed: No	3.39

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<b>INC000000507918</b>	Lennie Knowlton	Mobile Devices	Error	None		TIR Missed: No	0.10
Application Services	Dustin Crump	Human Services		Low	Closed	TTR Missed: No	0.51
<b>INC000000507938</b>	Rachelle Brown	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Application Services	Bart Purser	Community and Culture		Low	Closed	TTR Missed: No	0.81
<b>INC000000507945</b>	Pema Chagzoetsang	None	None	None		TIR Missed: No	0.00
Application Services	Bart Purser	Community and Culture		Low	Closed	TTR Missed: No	0.28
<b>INC000000507985</b>	Kris Allen	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.08
Application Services	Dustin Crump	Human Services		Low	Closed	TTR Missed: No	0.26
<b>INC000000508002</b>	Colette Cox	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Application Services	Tony Larsen	Workforce Services		Low	Closed	TTR Missed: No	1.73
<b>INC000000508011</b>	Bekka Dominguez	Application	Error	Gmail		TIR Missed: No	0.34
Application Services	Martin Gonzalez	Corrections		Low	Closed	TTR Missed: Yes	6.81
<b>INC000000508034</b>	Jayme Day	Application	None	Novell GroupWise		TIR Missed: No	0.00
Application Services	Bart Purser	Community and Culture		Low	Closed	TTR Missed: No	1.12
<b>INC000000508115</b>	Bill Craig	Application	Error	Gmail		TIR Missed: No	0.27
Application Services	Dustin Crump	Environmental Quality		Low	Closed	TTR Missed: No	0.42
<b>INC000000508132</b>	Tamera Kohler	Application	None	Novell GroupWise		TIR Missed: No	0.08
Application Services	Bart Purser	Community and Culture		Low	Closed	TTR Missed: No	0.08
<b>INC000000508220</b>	Jim McNair	Application	Error	Gmail		TIR Missed: No	0.00
Application Services	Martin Gonzalez	Tax Commission		Low	Closed	TTR Missed: No	0.00
<b>INC000000508276</b>	Christine Espinel	Application	Error	Novell GroupWise		TIR Missed: No	0.76
Application Services	Tony Larsen	Health		Low	Closed	TTR Missed: No	5.98
<b>INC000000508330</b>	Matt Ceniceros	Application	Error	Novell GroupWise		TIR Missed: No	0.21
Application Services	Paul Lundell	Non-state		Low	Closed	TTR Missed: No	0.64
<b>INC000000508379</b>	Cris Rasmussen	Application	None	Gmail		TIR Missed: No	0.16
Application Services	Martin Gonzalez	Trust Lands		Low	Closed	TTR Missed: No	3.60
<b>INC000000508397</b>	Sue Mounteer	None	None	None		TIR Missed: No	0.11
Application Services	Paul Lundell	Agriculture and Food		Low	Closed	TTR Missed: No	0.86
<b>INC000000508446</b>	Dana Guertin	None	None	None		TIR Missed: No	0.00
Application Services	Terry Forsgren	Human Services		Low	Closed	TTR Missed: No	0.00
<b>INC000000508509</b>	Rebecca Giles	None	None	None		TIR Missed: Yes	1.96
Application Services	Tony Larsen	Health		Low	Closed	TTR Missed: No	1.96
<b>INC000000508531</b>	Douglas Lee	None	None	Proofpoint Email Security		TIR Missed: No	0.37
Application Services	Bart Purser	Community and Culture		Low	Closed	TTR Missed: No	0.41

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<b>INC000000508541</b>	Gordon Jensen	Application	Error	Gmail		TIR Missed: No	0.17
	Application Services	Martin Gonzalez	Technology Services	Low	Closed	TTR Missed: No	1.45
<b>INC000000508546</b>	Gordon Jensen	Application	Error	Gmail		TIR Missed: No	0.89
	Application Services	Paul Lundell	Technology Services	Low	Closed	TTR Missed: No	1.60
<b>INC000000508580</b>	Laura Shepherd	Application	None	None		TIR Missed: Yes	2.12
	Application Services	Terry Forsgren	Insurance	Low	Closed	TTR Missed: No	2.28
<b>INC000000508583</b>	Jennifer Stahle	Application	None	Gmail		TIR Missed: Yes	2.17
	Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: No	5.83
<b>INC000000508604</b>	Paul Wolden	Application	None	Novell GroupWise		TIR Missed: No	0.32
	Application Services	Paul Lundell	Non-state	Low	Closed	TTR Missed: No	0.45
<b>INC000000508670</b>	Ryan Nicol	Application	Error	None		TIR Missed: No	0.23
	Application Services	Tony Larsen	Technology Services	Medium	Closed	TTR Missed: No	0.27
<b>INC000000508702</b>	Cami Sandoval	Application	None	Novell GroupWise		TIR Missed: No	0.08
	Application Services	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	1.35
<b>INC000000508703</b>	Ruston McKay	Application	Reporting	Gmail		TIR Missed: No	0.18
	Application Services	Martin Gonzalez	Technology Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000508712</b>	Cathy Miller	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Non-state	Low	Closed	TTR Missed: No	0.27
<b>INC000000508756</b>	Tom Chidsey	Application	Error	Novell GroupWise		TIR Missed: No	0.89
	Application Services	Paul Lundell	Natural Resources	Low	Closed	TTR Missed: No	5.82
<b>INC000000508805</b>	Barbara Murphy	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Bart Purser	Community and Culture	Low	Closed	TTR Missed: No	0.67
<b>INC000000508819</b>	Alan K Misbach	Application	Password	Gmail		TIR Missed: No	0.29
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.61
<b>INC000000508848</b>	Michael Styles	Telecom	None	None		TIR Missed: No	0.09
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000508934</b>	Michael Hussey	None	None	None		TIR Missed: No	0.24
	Application Services	Dustin Crump	Technology Services	Low	Closed	TTR Missed: No	0.74
<b>INC000000509047</b>	Michael Benedict	None	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000509108</b>	Jilene Whitby	Application	Error	Novell GroupWise		TIR Missed: No	0.70
	Application Services	Paul Lundell	Insurance	Low	Closed	TTR Missed: No	1.21
<b>INC000000509257</b>	Cris Rasmussen	Application	Error	Gmail		TIR Missed: Yes	3.81
	Application Services	Martin Gonzalez	Trust Lands	Low	Closed	TTR Missed: No	3.81



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## Application Services

<b>INC000000509341</b>	Tanya Schmidt	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.09
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.91
<b>INC000000509355</b>	Dustin Wall	Mobile Devices	Error	iPhone	TIR Missed: No	0.18
Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	0.79
<b>INC000000509386</b>	Mark Long	Mobile Devices	Error	Droid	TIR Missed: No	0.25
Application Services	Dustin Crump	Commerce	Low	Closed	TTR Missed: No	0.52
<b>INC000000509413</b>	Dennis L Johnston	Application	Error	None	TIR Missed: Yes	2.08
Application Services	Tony Larsen	State Treasurer	Low	Closed	TTR Missed: No	2.09
<b>INC000000509419</b>	Lori Giovannoni	Application	None	Gmail	TIR Missed: Yes	2.39
Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: No	3.42
<b>INC000000509548</b>	Paula Bowen	Application	Error	Gmail	TIR Missed: No	0.00
Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	5.90
<b>INC000000509639</b>	Mark Long	Mobile Devices	Error	gmail	TIR Missed: No	0.05
Application Services	Dustin Crump	Commerce	Low	Closed	TTR Missed: No	0.37
<b>INC000000509699</b>	Sarah Tice	Application	None	Novell GroupWise	TIR Missed: No	0.46
Application Services	Paul Lundell	Human Resource Management	Low	Closed	TTR Missed: No	1.01
<b>INC000000509722</b>	Mary Gehman-Smith	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Application Services	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	1.36
<b>INC000000509754</b>	Elena Bensor	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.16
Application Services	Dustin Crump	Labor Commission	Low	Closed	TTR Missed: No	0.20
<b>INC000000509813</b>	Tammy Kaeser	None	None	None	TIR Missed: No	0.75
Application Services	Bart Purser	Technology Services	Low	Closed	TTR Missed: No	0.77
<b>INC000000509855</b>	Jerri Avere	None	None	None	TIR Missed: No	0.88
Application Services	Tracy Goble	Technology Services	Low	Closed	TTR Missed: No	1.45
<b>INC000000510084</b>	Gaylene Pebley	Application	None	None	TIR Missed: No	0.25
Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000510180</b>	Tamara Hampton	Application	None	Citrix ICA Client	TIR Missed: No	0.41
Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	0.42
<b>INC000000510184</b>	Ashley Tolman	Application	None	Proofpoint Email Security	TIR Missed: No	0.29
Application Services	Tony Larsen	Community and Culture	Low	Closed	TTR Missed: No	0.43
<b>INC000000510190</b>	Bela Vastag	Application	None	Gmail	TIR Missed: No	0.00
Application Services	Martin Gonzalez	Commerce	Low	Closed	TTR Missed: No	0.04
<b>INC000000510309</b>	Larry Simpson	Application	None	Gmail	TIR Missed: Yes	1.21
Application Services	Martin Gonzalez	Administrative Services	Low	Closed	TTR Missed: No	1.25

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## Application Services

<b>INC000000510378</b>	Mary McConaughy	None	None	None		TIR Missed: No	0.88
Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	3.84	
<b>INC000000510389</b>	Michelle Verucchi	Application	None	Novell GroupWise		TIR Missed: No	0.24
Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed: No	0.24	
<b>INC000000510390</b>	Joe Tripp	Application	None	Gmail		TIR Missed: No	0.36
Application Services	Paul Lundell	Technology Services	Low	Closed	TTR Missed: No	2.38	
<b>INC000000510399</b>	Vern Cornelison	Application	None	Gmail		TIR Missed: Yes	1.40
Application Services	Martin Gonzalez	Technology Services	Low	Closed	TTR Missed: No	1.91	
<b>INC000000510404</b>	Pam Rugg	Application	Error	Novell GroupWise		TIR Missed: Yes	1.41
Application Services	Tony Larsen	Administrative Services	Low	Closed	TTR Missed: No	1.48	
<b>INC000000510432</b>	Judd Houser	Application	None	Gmail		TIR Missed: Yes	1.37
Application Services	Paul Lundell	Technology Services	Low	Closed	TTR Missed: No	1.45	
<b>INC000000510438</b>	Christine Robinson	PC/Laptop	Error	Novell GroupWise		TIR Missed: Yes	1.08
Application Services	Tony Larsen	Tax Commission	Low	Closed	TTR Missed: No	1.13	
<b>INC000000510451</b>	Tene' Howell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.92
Application Services	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	0.99	
<b>INC000000510474</b>	Pace Steffani	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.75
Application Services	Paul Lundell	Tax Commission	Low	Closed	TTR Missed: No	0.76	
<b>INC000000510495</b>	Shawna Gelhard	None	None	None		TIR Missed: No	0.39
Application Services	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	0.46	
<b>INC000000510502</b>	Kraig Ellis	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Application Services	Tony Larsen	Technology Services	Low	Closed	TTR Missed: No	0.40	
<b>INC000000510515</b>	Troy Morris	Application	Error	None		TIR Missed: No	0.49
Application Services	Tony Larsen	Technology Services	Low	Closed	TTR Missed: No	1.47	
<b>INC000000510517</b>	Bill James	Application	Error	None		TIR Missed: No	0.21
Application Services	Paul Lundell	Natural Resources	Low	Closed	TTR Missed: No	0.29	
<b>INC000000510525</b>	Nicole Meagan	Server	Performance	Novell GroupWise		TIR Missed: No	0.63
Application Services	Paul Lundell	Technology Services	Low	Closed	TTR Missed: No	0.65	
<b>INC000000510528</b>	Adam C Elliott	Application	Error	Gmail		TIR Missed: No	0.62
Application Services	Paul Lundell	Attorney General	Low	Closed	TTR Missed: No	0.63	
<b>INC000000510531</b>	David Caudill	Application	Error	None		TIR Missed: No	0.52
Application Services	Paul Lundell	Attorney General	Low	Closed	TTR Missed: No	0.53	
<b>INC000000510651</b>	Eric Olson	Application	None	Gmail		TIR Missed: No	0.00
Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: No	5.95	

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## Application Services

<b>INC000000510727</b>	Michelle Naylor	None	None	Citrix Installation Manager	TIR Missed: No	0.74
Application Services	Terry Forsgren	Human Services	Low	Closed	TTR Missed: No	0.75
<b>INC000000510731</b>	Dawn Hollingsworth	Mobile Devices	None	iPhone	TIR Missed: Yes	2.42
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	2.57
<b>INC000000510740</b>	Casey Erickson	Application	Password	None	TIR Missed: Yes	2.64
Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: No	2.67
<b>INC000000510790</b>	Nicole Reames	None	None	None	TIR Missed: Yes	1.01
Application Services	Tony Larsen	Technology Services	Low	Closed	TTR Missed: No	1.01
<b>INC000000510990</b>	Sloane Petersen	Application	Error	Gmail	TIR Missed: No	0.93
Application Services	Martin Gonzalez	Public Safety	Low	Closed	TTR Missed: No	1.10
<b>INC000000510992</b>	Brian R Bales	Application	Reporting	Novell GroupWise	TIR Missed: No	0.81
Application Services	Tony Larsen	Administrative Services	Low	Closed	TTR Missed: No	0.82
<b>INC000000511022</b>	Travis Cardwell	Application	None	Novell GroupWise	TIR Missed: No	0.00
Application Services	Paul Lundell	Commerce	Low	Closed	TTR Missed: No	1.82
<b>INC000000511025</b>	Jeff Hawley	Application	Error	Novell GroupWise	TIR Missed: No	0.53
Application Services	Paul Lundell	Insurance	Low	Closed	TTR Missed: No	0.82
<b>INC000000511026</b>	Beverly Clark	None	None	Novell GroupWise	TIR Missed: No	0.51
Application Services	Paul Lundell	Human Services	Low	Closed	TTR Missed: No	0.64
<b>INC000000511030</b>	Kara Anderson	None	None	Novell GroupWise	TIR Missed: No	0.48
Application Services	Paul Lundell	Human Services	Low	Closed	TTR Missed: No	0.89
<b>INC000000511045</b>	Christopher Wnek	Application	Error	None	TIR Missed: Yes	1.61
Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	2.54
<b>INC000000511071</b>	Richard Madsen	None	None	iPhone	TIR Missed: No	0.42
Application Services	Danielle Hood	Technology Services	Low	Closed	TTR Missed: No	2.49
<b>INC000000511157</b>	Jennifer Stanger	Application	Error	Gmail	TIR Missed: No	0.45
Application Services	Martin Gonzalez	Tax Commission	Low	Closed	TTR Missed: No	0.62
<b>INC000000511202</b>	Stephenie Johnson	Application	None	Gmail	TIR Missed: No	0.48
Application Services	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: No	0.50
<b>INC000000511518</b>	Samuel Hendricksen	Application	Error	Gmail	TIR Missed: No	0.07
Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: Yes	22.53
<b>INC000000511721</b>	Marci Soper	Application	None	None	TIR Missed: No	0.26
Application Services	Tony Larsen	Administrative Services	Medium	Closed	TTR Missed: Yes	8.53
<b>INC000000511721</b>	Marci Soper	Application	None	None	TIR Missed: Yes	6.49
Application Services	Tony Larsen	Administrative Services	Medium	Closed	TTR Missed: Yes	8.53

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## Application Services

<b>INC000000511812</b>	James Phillips	Application	None	Novell GroupWise	TIR Missed: No	0.33
	Application Services	Tony Larsen	Non-state	Low Closed	TTR Missed: No	0.39
<b>INC000000511909</b>	Darran Baggs	Application	Error	Gmail	TIR Missed: No	0.13
	Application Services	Martin Gonzalez	Trust Lands	Low Closed	TTR Missed: No	3.92
<b>INC000000511954</b>	Justina Flesher	None	None	None	TIR Missed: No	0.96
	Application Services	Martin Gonzalez	Human Services	Low Closed	TTR Missed: Yes	71.15
<b>INC000000511961</b>	Heather Kline-Espinoza	None	None	Droid	TIR Missed: No	0.09
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	0.81
<b>INC000000512057</b>	Christina Weiss	Mobile Devices	Error	BlackBerry Configuration	TIR Missed: No	0.05
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	0.16
<b>INC000000512089</b>	Jodie Okumura	Application	None	Gmail	TIR Missed: No	0.64
	Application Services	Martin Gonzalez	Technology Services	Low Closed	TTR Missed: No	2.54
<b>INC000000512091</b>	Bridget Romney	Application	Error	Novell GroupWise	TIR Missed: No	0.46
	Application Services	Tony Larsen	Human Services	Low Closed	TTR Missed: No	0.46
<b>INC000000512137</b>	Tonya Myrup	None	None	Droid	TIR Missed: No	0.08
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	2.56
<b>INC000000512168</b>	Connie Burnside	Application	Error	Novell GroupWise	TIR Missed: No	0.92
	Application Services	Bart Purser	Attorney General	Low Closed	TTR Missed: No	0.92
<b>INC000000512218</b>	Karen Heaton	Application	Error	Novell GroupWise	TIR Missed: No	0.19
	Application Services	Bart Purser	Human Resource Management	Low Closed	TTR Missed: No	0.20
<b>INC000000512258</b>	Austin Becker	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Application Services	Tony Larsen	GOED	Low Closed	TTR Missed: No	4.96
<b>INC000000512372</b>	Michael Hussey	None	None	None	TIR Missed: No	0.07
	Application Services	Dustin Crump	Technology Services	Low Closed	TTR Missed: No	0.10
<b>INC000000512445</b>	April Bennett	Application	Password	Citrix ICA Client	TIR Missed: No	0.52
	Application Services	Terry Forsgren	Health	Low Closed	TTR Missed: No	0.52
<b>INC000000512604</b>	Christine Nguyen	None	None	None	TIR Missed: No	0.64
	Application Services	Terry Forsgren	Human Services	Low Closed	TTR Missed: No	0.74
<b>INC000000512679</b>	Michael O'Malley	Application	None	Novell GroupWise	TIR Missed: Yes	2.36
	Application Services	Tony Larsen	Science Technology and Research	Low Closed	TTR Missed: No	2.63
<b>INC000000512882</b>	Christina Bray	Application	Error	Dentrix	TIR Missed: No	0.49
	Application Services	Terry Forsgren	Health	Low Closed	TTR Missed: No	0.52
<b>INC000000513021</b>	Silmara Charlesworth	Application	None	None	TIR Missed: No	0.27
	Application Services	Bill Felt	Insurance	Low Closed	TTR Missed: No	2.03

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## Application Services

<b>INC000000513055</b>	Rose Jensen	Application	None	Novell GroupWise	TIR Missed: No	0.23
Application Services	Paul Lundell	Attorney General	Low	Closed	TTR Missed: No	0.46
<b>INC000000513057</b>	Alison Holley	Application	None	Gmail	TIR Missed: No	0.18
Application Services	Martin Gonzalez	Technology Services	Low	Closed	TTR Missed: No	1.86
<b>INC000000513082</b>	Amy Buehler	None	None	Novell GroupWise	TIR Missed: No	0.14
Application Services	Paul Lundell	Human Services	Low	Closed	TTR Missed: No	0.41
<b>INC000000513250</b>	Stacey Dye	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.17
Application Services	Paul Lundell	Tax Commission	Low	Closed	TTR Missed: No	4.90
<b>INC000000513355</b>	Linda Ward	Application	None	Gmail	TIR Missed: No	0.66
Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	0.67
<b>INC000000513412</b>	Michael Hussey	None	None	None	TIR Missed: No	0.00
Application Services	Bart Purser	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000513476</b>	Cris Rasmussen	Application	Error	Gmail	TIR Missed: No	0.00
Application Services	Martin Gonzalez	Trust Lands	Low	Closed	TTR Missed: No	0.00
<b>INC000000513478</b>	Steven Tuttle	None	None	None	TIR Missed: No	0.12
Application Services	Terry Forsgren	Technology Services	Medium	Closed	TTR Missed: No	0.78
<b>INC000000513569</b>	Tanayia Pomikala	Application	Error	Citrix ICA Client	TIR Missed: No	0.49
Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.60
<b>INC000000513592</b>	Marilyn Fischer	PC/Laptop	Error	VMware Workstation	TIR Missed: No	0.00
Application Services	Terry Forsgren	Workforce Services	Low	Closed	TTR Missed: No	1.52
<b>INC000000513868</b>	Dirk M Jensen	Mobile Devices	Error	Droid	TIR Missed: No	0.17
Application Services	Dustin Crump	Non-state	Low	Closed	TTR Missed: No	0.40
<b>INC000000513959</b>	David Geary	Application	Password	Citrix ICA Client	TIR Missed: No	0.28
Application Services	Tony Larsen	Attorney General	Low	Closed	TTR Missed: No	4.48
<b>INC000000514034</b>	Stacey Jones	None	None	BlackBerry Enterprise Server	TIR Missed: Yes	3.78
Application Services	Danielle Hood	Natural Resources	Low	Closed	TTR Missed: Yes	12.78
<b>INC000000514152</b>	David Snyder	Application	None	Novell GroupWise	TIR Missed: Yes	2.10
Application Services	Martin Gonzalez	Environmental Quality	Low	Closed	TTR Missed: No	2.11
<b>INC000000514156</b>	Kelly Andrew	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.67
Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	4.66
<b>INC000000514174</b>	Carol Verdoia	Mobile Devices	Error	iPhone	TIR Missed: No	0.48
Application Services	Dustin Crump	Attorney General	Low	Closed	TTR Missed: No	0.78
<b>INC000000514337</b>	Meldee Love	Application	Error	Novell GroupWise	TIR Missed: No	0.06
Application Services	Paul Lundell	Insurance	Low	Closed	TTR Missed: No	0.06

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## Application Services

<b>INC000000514592</b>	Rosanne Ricks	Application	Password	Citrix ICA Client	TIR Missed: No	0.08
	Application Services	Terry Forsgren	Human Resource Management	Low Closed	TTR Missed: No	0.61
<b>INC000000514605</b>	Gordon Jensen	Application	Error	Gmail	TIR Missed: No	0.33
	Application Services	Martin Gonzalez	Technology Services	Low Closed	TTR Missed: No	3.85
<b>INC000000514610</b>	Eric Stucki	Mobile Devices	Error	BlackBerry Configuration	TIR Missed: No	0.63
	Application Services	Dustin Crump	Natural Resources	Low Closed	TTR Missed: Yes	6.07
<b>INC000000514757</b>	Lori Giovannoni	Application	Error	Gmail	TIR Missed: No	0.27
	Application Services	Martin Gonzalez	Human Services	Low Closed	TTR Missed: No	0.50
<b>INC000000514867</b>	Rick Wright	Mobile Devices	Error	Droid	TIR Missed: No	0.03
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	0.10
<b>INC000000514964</b>	Randolph Prawitt	Application	Error	Gmail	TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Tax Commission	Low Closed	TTR Missed: No	0.07
<b>INC000000515006</b>	Mark Kleinfeld	Application	Password	Novell GroupWise	TIR Missed: No	0.55
	Application Services	Tony Larsen	Insurance	Low Closed	TTR Missed: No	5.15
<b>INC000000515014</b>	Steve Elam	Application	None	Novell GroupWise 32-bit Window	TIR Missed: Yes	4.54
	Application Services	Tony Larsen	Human Services	Low Closed	TTR Missed: No	4.55
<b>INC000000515164</b>	Susannah Hutchins	Application	Error	Gmail	TIR Missed: No	0.25
	Application Services	Martin Gonzalez	Science Technology and Research	Low Closed	TTR Missed: No	1.48
<b>INC000000515265</b>	Ed Leary	None	None	None	TIR Missed: No	0.98
	Application Services	Bart Purser	Financial Institutions	High Closed	TTR Missed: No	0.98
<b>INC000000515270</b>	Grant Sunada	Application	Error	Gmail	TIR Missed: No	0.48
	Application Services	Martin Gonzalez	Health	Low Closed	TTR Missed: No	0.62
<b>INC000000515339</b>	Shannon Wright	Application	Error	ZENworks for Desktops	TIR Missed: No	0.31
	Application Services	Bill Felt	Tax Commission	Low Closed	TTR Missed: No	5.14
<b>INC000000515357</b>	Ray Winger	Application	Reporting	Novell GroupWise	TIR Missed: No	0.26
	Application Services	Tony Larsen	Human Services	Low Closed	TTR Missed: No	1.13
<b>INC000000515422</b>	Greg Jenkins	Application	Error	Citrix ICA Client	TIR Missed: No	0.38
	Application Services	Terry Forsgren	Technology Services	Low Closed	TTR Missed: No	0.39
<b>INC000000515423</b>	Shelley Robinson	Application	Error	Gmail	TIR Missed: Yes	3.51
	Application Services	Martin Gonzalez	Tax Commission	Low Closed	TTR Missed: No	3.55
<b>INC000000515487</b>	Greg Taylor	Application	None	Novell GroupWise	TIR Missed: Yes	2.81
	Application Services	Tony Larsen	Technology Services	Low Closed	TTR Missed: No	2.97
<b>INC000000515657</b>	Wade Cavender	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: Yes	3.45
	Application Services	Dustin Crump	Natural Resources	Low Closed	TTR Missed: No	3.52

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## Application Services

<b>INC000000515678</b>	Connie E Tarver	Application	None	Gmail		TIR Missed: No	0.65
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	2.74
<b>INC000000515714</b>	Stephen Ogilvie	Mobile Devices	Error	Ipads		TIR Missed: No	0.91
	Application Services	Dustin Crump	Agriculture and Food	Low	Closed	TTR Missed: No	0.91
<b>INC000000515843</b>	Stacy Frandsen	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: Yes	9.01
<b>INC000000516014</b>	Denese Bleak	Application	None	Gmail		TIR Missed: No	0.08
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000516017</b>	Rachel Maldonado	Application	Error	Gmail		TIR Missed: No	0.17
	Application Services	Martin Gonzalez	Tax Commission	Low	Closed	TTR Missed: Yes	19.87
<b>INC000000516281</b>	Liz Evans	Application	None	Gmail		TIR Missed: Yes	4.59
	Application Services	Tony Larsen	Technology Services	Low	Closed	TTR Missed: No	4.59
<b>INC000000516284</b>	Vaughn Howard	Mobile Devices	None	iPhone		TIR Missed: No	0.00
	Application Services	Dustin Crump	Corrections	Low	Closed	TTR Missed: No	3.03
<b>INC000000516308</b>	Eric Beidler	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.12
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	1.53
<b>INC000000516351</b>	Samantha Julian	None	None	None		TIR Missed: No	0.84
	Application Services	Tony Larsen	Governor's Office	Low	Closed	TTR Missed: No	0.85
<b>INC000000516431</b>	Sheryl Benton	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: Yes	24.81
<b>INC000000516527</b>	Jake Marino	None	None	None		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Board of Education	Low	Closed	TTR Missed: Yes	17.68
<b>INC000000516533</b>	Teresa Paul	Application	None	Gmail		TIR Missed: No	0.80
	Application Services	Tony Larsen	Corrections	Low	Closed	TTR Missed: No	2.13
<b>INC000000516534</b>	Bart Olsen	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.08
	Application Services	Dustin Crump	Human Resource Management	Low	Closed	TTR Missed: No	1.90
<b>INC000000516537</b>	Penny Rice	Application	None	Gmail		TIR Missed: Yes	1.33
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	1.33
<b>INC000000516637</b>	Scott Wolford	Application	None	Gmail		TIR Missed: No	0.58
	Application Services	Martin Gonzalez	Technology Services	Low	Closed	TTR Missed: Yes	12.05
<b>INC000000516749</b>	Steven Tuttle	Application	Error	None		TIR Missed: No	0.00
	Application Services	Terry Forsgren	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516845</b>	Chelsey Hunt	Application	Error	Novell GroupWise		TIR Missed: Yes	1.60
	Application Services	Martin Gonzalez	Non-state	Low	Closed	TTR Missed: No	2.35

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## Application Services

<b>INC000000516869</b>	Tasha Huffaker	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.04
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000516883</b>	Cathy Miller	Application	None	Gmail	TIR Missed: Yes	3.90
Application Services	Martin Gonzalez	Non-state	Low	Closed	TTR Missed: No	4.74
<b>INC000000516884</b>	Makayla Bealer	Application	Error	Gmail	TIR Missed: Yes	3.90
Application Services	Martin Gonzalez	Non-state	Low	Closed	TTR Missed: No	4.77
<b>INC000000517050</b>	Stacy Stickler	Application	None	Novell GroupWise	TIR Missed: No	0.15
Application Services	Tony Larsen	Natural Resources	Low	Closed	TTR Missed: No	0.16
<b>INC000000517076</b>	Terrie Williams	None	None	None	TIR Missed: No	0.00
Application Services	Tracy Goble	Attorney General	Low	Closed	TTR Missed: Yes	25.96
<b>INC000000517328</b>	Marilee Richins	Mobile Devices	None	iPhone	TIR Missed: No	0.41
Application Services	Danielle Hood	Administrative Services	Low	Closed	TTR Missed: No	2.35
<b>INC000000517359</b>	Emily Keller	Application	None	Gmail	TIR Missed: Yes	2.46
Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	4.55
<b>INC000000517361</b>	Kristie M VanWagoner	None	None	None	TIR Missed: No	0.23
Application Services	Paul Lundell	Human Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000517381</b>	Kristi Peterson	Mobile Devices	Error	Droid	TIR Missed: No	0.00
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000517453</b>	Taylor Horn	None	None	Novell GroupWise	TIR Missed: No	0.24
Application Services	Paul Lundell	Human Services	Low	Closed	TTR Missed: No	0.48
<b>INC000000517477</b>	Connie May	Mobile Devices	None	iPhone	TIR Missed: No	0.27
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.58
<b>INC000000517560</b>	John Waldrip	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Application Services	Paul Lundell	Environmental Quality	Low	Closed	TTR Missed: No	0.56
<b>INC000000517707</b>	Jana Coombs	Application	Error	Gmail	TIR Missed: No	0.43
Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	0.86
<b>INC000000517742</b>	Mary Watson	Application	None	Gmail	TIR Missed: No	0.13
Application Services	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: No	0.56
<b>INC000000517747</b>	John Talcott	Application	None	Novell GroupWise	TIR Missed: No	0.12
Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000517803</b>	Melissa Frost	Mobile Devices	None	Gmail	TIR Missed: No	0.36
Application Services	Dustin Crump	Administrative Services	Low	Closed	TTR Missed: No	0.39
<b>INC000000517816</b>	Alycia Jurgela	Mobile Devices	None	Droid	TIR Missed: No	0.11
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.26



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## Application Services

<b>INC000000517829</b>	Evan Finlinson	Application	Reporting	Gmail		TIR Missed: Yes	1.40
	Application Services	Martin Gonzalez	Board of Education	Low	Closed	TTR Missed: No	1.76
<b>INC000000517940</b>	Brett McIlff	Application	Error	Gmail		TIR Missed: No	0.39
	Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	1.55
<b>INC000000518049</b>	Giannina Mendieta	Mobile Devices	Error	Droid		TIR Missed: Yes	1.09
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	1.26
<b>INC000000518051</b>	Susan Brown	None	None	Novell GroupWise		TIR Missed: No	0.18
	Application Services	Paul Lundell	Public Safety	Low	Closed	TTR Missed: No	0.54
<b>INC000000518199</b>	Floyd Hair	Application	None	Novell GroupWise		TIR Missed: No	0.90
	Application Services	Paul Lundell	Non-state	Low	Closed	TTR Missed: No	1.41
<b>INC000000518231</b>	Eric Barker	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.11
	Application Services	Dustin Crump	Corrections	Low	Closed	TTR Missed: No	1.64
<b>INC000000518238</b>	Angela Robbins	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	0.20
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	1.51
<b>INC000000518493</b>	Steven Fox	Application	Password	Gmail		TIR Missed: No	0.00
	Application Services	Dustin Crump	Community and Culture	Low	Closed	TTR Missed: No	0.20
<b>INC000000518515</b>	Scott Munden	Mobile Devices	Error	None		TIR Missed: No	0.08
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000518633</b>	Teresa Wilhelmsen	Mobile Devices	Error	iPhone		TIR Missed: No	0.14
	Application Services	Dustin Crump	Natural Resources	Low	Closed	TTR Missed: No	0.66
<b>INC000000518670</b>	Randall Ottesen	None	None	Novell GroupWise		TIR Missed: No	0.48
	Application Services	Tony Larsen	Technology Services	Low	Closed	TTR Missed: No	0.49
<b>INC000000518689</b>	Chris T Wilson	Mobile Devices	None	iPhone		TIR Missed: No	0.06
	Application Services	Dustin Crump	Non-state	Low	Closed	TTR Missed: No	0.27
<b>INC000000518710</b>	Steven Robertson	None	None	None		TIR Missed: No	0.54
	Application Services	Tony Larsen	Non-state	Low	Closed	TTR Missed: No	0.55
<b>INC000000518740</b>	Charlie Roberts	Application	Error	Novell GroupWise		TIR Missed: Yes	2.21
	Application Services	Tony Larsen	Tax Commission	Low	Closed	TTR Missed: No	2.21
<b>INC000000518746</b>	John Burningham	Application	Error	Novell GroupWise		TIR Missed: No	0.10
	Application Services	Paul Lundell	Administrative Services	Low	Closed	TTR Missed: No	1.53
<b>INC000000518757</b>	Ashley Hasler	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	1.42
<b>INC000000518895</b>	Tracy VanderVaart	Application	None	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Technology Services	Low	Closed	TTR Missed: No	0.78

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## Application Services

<b>INC000000518898</b>	Rusty Isakson	Mobile Devices	Error	Gmail		TIR Missed: No	0.00
	Application Services	Dustin Crump	Attorney General	Low	Closed	TTR Missed: No	0.09
<b>INC000000518998</b>	Richard Shelley	None	None	None		TIR Missed: No	0.00
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000519049</b>	Christopher Hoem	None	None	None		TIR Missed: No	0.00
	Application Services	Danielle Hood	Non-state	Low	Closed	TTR Missed: No	0.79
<b>INC000000519190</b>	Darlene Peterson	None	None	Novell GroupWise		TIR Missed: Yes	4.33
	Application Services	Martin Gonzalez	Corrections	Low	Closed	TTR Missed: No	4.45
<b>INC000000519210</b>	Linda Massie	None	None	None		TIR Missed: Yes	1.16
	Application Services	Tony Larsen	Technology Services	Low	Closed	TTR Missed: No	1.17
<b>INC000000519214</b>	Chelsey Hunt	Application	Error	Gmail		TIR Missed: Yes	6.00
	Application Services	Danielle Hood	Non-state	Low	Closed	TTR Missed: Yes	6.01
<b>INC000000519299</b>	Jennifer Domenici	Mobile Devices	Error	iPhone		TIR Missed: Yes	2.26
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	2.46
<b>INC000000519389</b>	Kris Shaw	Application	None	Gmail		TIR Missed: No	0.28
	Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: Yes	24.52
<b>INC000000519400</b>	Jerri Averde	None	None	None		TIR Missed: No	0.37
	Application Services	Tony Larsen	Technology Services	Low	Closed	TTR Missed: No	0.38
<b>INC000000519736</b>	Robin Saeva	Application	Error	Gmail		TIR Missed: Yes	3.07
	Application Services	Martin Gonzalez	Non-state	Low	Closed	TTR Missed: No	3.09
<b>INC000000519757</b>	Annette Orton	Telecom	None	None		TIR Missed: No	0.13
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.81
<b>INC000000519783</b>	Richard Shelley	Application	None	Novell GroupWise		TIR Missed: No	0.71
	Application Services	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: No	2.35
<b>INC000000519835</b>	Stacey Gleed	Application	None	None		TIR Missed: Yes	1.77
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	1.80
<b>INC000000519852</b>	Clark A Harms	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Board of Pardons and Parole	Medium	Closed	TTR Missed: No	0.80
<b>INC000000519852</b>	Clark A Harms	Application	None	Novell GroupWise		TIR Missed: No	0.49
	Application Services	Martin Gonzalez	Board of Pardons and Parole	Medium	Closed	TTR Missed: No	0.80
<b>INC000000519858</b>	Spencer Hall	Application	Error	Gmail		TIR Missed: No	0.23
	Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: No	1.43
<b>INC000000519922</b>	Carolyn Smith	None	None	Novell GroupWise		TIR Missed: No	0.43
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	0.43

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## Application Services

<b>INC000000519944</b>	Dorothy Williams	None	None	None		TIR Missed: No	0.18
Application Services	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	3.38	
<b>INC000000520069</b>	Katherine Smith	Application	Error	Gmail		TIR Missed: No	0.00
Application Services	Martin Gonzalez	Community and Culture	Low	Closed	TTR Missed: No	0.63	
<b>INC000000520077</b>	Jerry Arnold	Application	Error	Gmail		TIR Missed: No	0.00
Application Services	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: No	0.98	
<b>INC000000520087</b>	Dan Chesnut	Application	Error	Gmail		TIR Missed: No	0.00
Application Services	Martin Gonzalez	Corrections	Low	Closed	TTR Missed: No	3.59	
<b>INC000000520100</b>	Steven Tuttle	Network	Password	None		TIR Missed: No	0.41
Application Services	Terry Forsgren	Technology Services	Low	Closed	TTR Missed: No	0.51	
<b>INC000000520266</b>	Scott Turnblom	Application	Reporting	Gmail		TIR Missed: Yes	1.04
Application Services	Martin Gonzalez	Non-state	Low	Closed	TTR Missed: No	2.06	
<b>INC000000520598</b>	Floyd Hair	Application	None	Novell GroupWise		TIR Missed: No	0.68
Application Services	Tony Larsen	Non-state	Low	Closed	TTR Missed: No	0.68	
<b>INC000000520599</b>	Jeanne Godfrey	Mobile Devices	None	None		TIR Missed: No	0.60
Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	2.29	
<b>INC000000521111</b>	Denice Graham	Application	None	Novell GroupWise		TIR Missed: Yes	2.15
Application Services	Paul Lundell	Human Resource Management	Low	Closed	TTR Missed: No	2.21	
<b>INC000000521174</b>	Susannah Hutchins	Application	None	Gmail		TIR Missed: Yes	1.05
Application Services	Martin Gonzalez	Science Technology and Research	Low	Closed	TTR Missed: No	1.06	
<b>INC000000521303</b>	Nancy Arbon	Application	Error	Citrix ICA Client		TIR Missed: No	0.86
Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	0.93	
<b>INC000000521450</b>	Gail Rapp	Network	Performance	iPhone		TIR Missed: No	0.08
Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: No	0.13	
<b>INC000000521933</b>	Kathy Wilcox	Application	Error	Citrix ICA Client		TIR Missed: No	0.05
Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	1.15	
<b>INC000000521941</b>	Melauni Jensen	Application	Password	Gmail		TIR Missed: No	0.00
Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: Yes	6.87	
<b>INC000000521963</b>	Jennifer Stanger	Application	None	Gmail		TIR Missed: No	0.25
Application Services	Martin Gonzalez	Tax Commission	Low	Closed	TTR Missed: No	4.44	
<b>INC000000521994</b>	Milton Gale	Mobile Devices	Error	Droid		TIR Missed: No	0.25
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.32	
<b>INC000000522034</b>	Donald Walker	Application	None	Novell GroupWise		TIR Missed: No	0.99
Application Services	Tony Larsen	Labor Commission	Low	Closed	TTR Missed: No	0.99	

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## Application Services

<b>INC000000522039</b>	Lori Holmes	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.06
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	2.47
<b>INC000000522100</b>	Vernon Dwire	Application	None	Novell GroupWise	TIR Missed: No	0.06
Application Services	Paul Lundell	Non-state	Low	Closed	TTR Missed: No	0.12
<b>INC000000522211</b>	Nels Holmgren	Mobile Devices	Error	Droid	TIR Missed: No	0.80
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	3.11
<b>INC000000522230</b>	Janis Race-Bigelow	Application	Password	Gmail	TIR Missed: Yes	1.10
Application Services	Martin Gonzalez	Technology Services	Low	Closed	TTR Missed: No	2.30
<b>INC000000522237</b>	Joni Hoaglin	Mobile Devices	None	None	TIR Missed: No	0.43
Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	1.06
<b>INC000000522411</b>	Rawlin Anderson	Mobile Devices	Error	iPhone	TIR Missed: No	0.39
Application Services	Dustin Crump	Corrections	Low	Closed	TTR Missed: No	0.39
<b>INC000000522588</b>	Diane Christensen	None	None	None	TIR Missed: No	0.33
Application Services	Tony Larsen	Technology Services	Low	Closed	TTR Missed: No	0.34
<b>INC000000522677</b>	Tanayia Pomikala	Application	Error	Newborn Screening - Laborator	TIR Missed: No	0.57
Application Services	Terry Forsgren	Health	High	Closed	TTR Missed: No	0.62
<b>INC000000522722</b>	Fred Christensen	Mobile Devices	Error	Ipads	TIR Missed: No	0.72
Application Services	Dustin Crump	Administrative Services	Low	Closed	TTR Missed: No	1.02
<b>INC000000522856</b>	Linda Wininger	Application	Error	Novell GroupWise	TIR Missed: No	0.76
Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	1.10
<b>INC000000523317</b>	Barbara Jepson	Mobile Devices	Error	None	TIR Missed: No	0.99
Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: No	4.41
<b>INC000000523341</b>	Mark Kleinfeld	Application	Password	Novell GroupWise	TIR Missed: No	0.68
Application Services	Paul Lundell	Insurance	Low	Closed	TTR Missed: No	0.90
<b>INC000000523413</b>	Brock Lebaron	Application	None	Novell GroupWise	TIR Missed: No	0.09
Application Services	Paul Lundell	Environmental Quality	Low	Closed	TTR Missed: No	0.49
<b>INC000000523766</b>	Traci Lee	Application	None	Novell GroupWise	TIR Missed: No	0.52
Application Services	Paul Lundell	Human Services	Low	Resolved	TTR Missed: No	5.62
<b>INC000000523767</b>	Sue Stewart	Application	Error	Gmail	TIR Missed: Yes	2.52
Application Services	Tony Larsen	Trust Lands	Low	Closed	TTR Missed: No	2.52
<b>INC000000524077</b>	Sandra Gustaveson	None	None	None	TIR Missed: No	0.23
Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	0.78
<b>INC000000524102</b>	Jason Holmes	Application	None	Novell GroupWise	TIR Missed: No	0.09
Application Services	Paul Lundell	Non-state	Low	Closed	TTR Missed: No	0.15

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## Application Services

<b>INC000000524162</b>	Valene Tuttle	Mobile Devices	None	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.70
<b>INC000000524223</b>	Cathy Swain	PC/Laptop	Error	None		TIR Missed: No	0.00
	Application Services	Ken Ainge	Workforce Services	Low	Closed	TTR Missed: No	1.03
<b>INC000000524252</b>	Joslyn Pilling	Mobile Devices	Error	None		TIR Missed: No	0.08
	Application Services	Dustin Crump	Corrections	Low	Resolved	TTR Missed: No	0.95
<b>INC000000524261</b>	Kathy Wilcox	Application	Error	Citrix ICA Client		TIR Missed: No	0.32
	Application Services	Terry Forsgren	Human Services	Low	Closed	TTR Missed: No	0.38
<b>INC000000524286</b>	Karen Roylance	Application	Password	Citrix ICA Client		TIR Missed: No	0.62
	Application Services	Tony Larsen	Health	Medium	Closed	TTR Missed: No	0.93
<b>INC000000524331</b>	Del Honeycutt	Application	None	Gmail		TIR Missed: No	0.15
	Application Services	Paul Lundell	Corrections	Low	Closed	TTR Missed: No	0.61
<b>INC000000524347</b>	Liz H Smith	None	None	None		TIR Missed: No	0.16
	Application Services	Dustin Crump	Community and Culture	Low	Closed	TTR Missed: No	0.38
<b>INC000000524355</b>	David Caudill	Application	None	Novell GroupWise		TIR Missed: No	0.31
	Application Services	Paul Lundell	Attorney General	Low	Closed	TTR Missed: No	0.36
<b>INC000000524370</b>	Dawn Wayment	Application	Error	Bomgar		TIR Missed: No	0.37
	Application Services	Martin Gonzalez	Technology Services	Low	Resolved	TTR Missed: No	0.38
<b>INC000000524409</b>	Eric Hansen	Application	Error	Gmail		TIR Missed: No	0.20
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	1.42
<b>INC000000524423</b>	Ann Skaggs	Application	None	Novell GroupWise		TIR Missed: Yes	2.19
	Application Services	Bart Purser	Commerce	Low	Closed	TTR Missed: No	2.89
<b>INC000000524435</b>	Kathy Kirtz	None	None	None		TIR Missed: No	0.26
	Application Services	Paul Lundell	Community and Culture	Low	Closed	TTR Missed: No	0.33
<b>INC000000524450</b>	Paul Arnold	Application	None	None		TIR Missed: No	0.72
	Application Services	Paul Lundell	Human Services	Low	Closed	TTR Missed: No	0.76
<b>INC000000524458</b>	PK Mohanty	None	None	None		TIR Missed: No	0.08
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	1.04
<b>INC000000524549</b>	Jessica Hannemann	Application	None	None		TIR Missed: Yes	1.23
	Application Services	Tony Larsen	Non-state	Low	Closed	TTR Missed: No	1.74
<b>INC000000524716</b>	Tim Parkinson	Mobile Devices	Error	None		TIR Missed: No	0.47
	Application Services	Dustin Crump	Administrative Services	Low	Closed	TTR Missed: No	0.47
<b>INC000000524876</b>	Cassie Beck	None	None	Data Synchronizer		TIR Missed: No	0.13
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.28

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## Application Services

<b>INC000000525030</b>	Leah Ann Lamb	Mobile Devices	Error	None		TIR Missed: No	0.30
Application Services	Dustin Crump	Environmental Quality		Low	Resolved	TTR Missed: No	0.81
<b>INC000000525351</b>	Courtney Shakespear	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.09
Application Services	Dustin Crump	Human Services		Low	Resolved	TTR Missed: No	0.37
<b>INC000000525406</b>	Petra Linares	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.49
Application Services	Bill Felt	Tax Commission		Low	Resolved	TTR Missed: No	1.41
<b>INC000000525426</b>	Catherine Taylor	Telecom	Voice Mail	Novell GroupWise		TIR Missed: No	0.29
Application Services	Martin Gonzalez	Human Services		Low	Resolved	TTR Missed: No	1.54
<b>INC000000525446</b>	Lisa V Hunt	Application	None	Novell GroupWise		TIR Missed: No	0.42
Application Services	Tony Larsen	Health		Low	Resolved	TTR Missed: No	0.72
<b>INC000000525503</b>	Cindy Schroeder	Application	Password	Active Directory		TIR Missed: No	0.15
Application Services	Tony Larsen	Technology Services		Low	Resolved	TTR Missed: No	0.16
<b>INC000000525753</b>	Sandy Glaze	None	None	None		TIR Missed: No	0.08
Application Services	Paul Lundell	Insurance		Low	Resolved	TTR Missed: No	0.44
<b>INC000000525809</b>	Greg F Smith	Mobile Devices	None	None		TIR Missed: No	0.12
Application Services	Dustin Crump	Corrections		Low	Resolved	TTR Missed: No	0.14